T-Mobile

# Welcome
## Start Guide

SAMSUNG
Galaxy Note10 | 10+

## My carrier

This guide provides you with the information you need to get started. For more information and additional support, please visit **T-Mobile.com/support** where you can:

- Register at **my.t-mobile.com** to check your minutes, pay your bill, upgrade your phone, and change your rate plan.
- Review your device's User Manual and troubleshooting FAQs.
- View the latest troubleshooting solutions in the Support Forums or ask a question of your own.

Access account information:

1. From a Home screen swipe up, and then tap **T-Mobile**.
2. Choose from an available category.

Service or use is your agreement to T-Mobile's Terms and Conditions. **T-Mobile requires Arbitration of Disputes unless, for new customers, you opt-out within 30-days, or for existing customers, you previously opted-out.** Failure to activate service within 3-days from purchase will also be considered acceptance. For details, see T-Mobile's Terms and Conditions at **T-Mobile.com/terms-conditions**.

## 1 About your phone

Images shown are of the Galaxy Note10+ and are for reference only.

## Samsung Care

### Samsung Premium Care

Pick the time and place and a team member will meet you to set up, troubleshoot, repair, or replace your product.

Enroll at **samsung.com/us/support/premium-care**

### Get to know your product:

- Access solutions, videos, tips, and more at **samsung.com/us/support**
- Find support that's convenient on your device with the Samsung Members app. Download and install it from Google Play™ store.

### Contact us:

- Ask questions and share solutions with other Samsung customers at **us.community.samsung.com**
- Get support at **samsung.com/us/support/contact** or call us at 1.800.SAMSUNG
- Find a service location near you at **samsung.com/us/support/service/locations**

## Device features

### Camera

Capture and share pro-grade video.

- Live focus video
- Audio zoom
- Advanced super steady

### S Pen

Enhanced S Pen functionality.

- Precision control for gaming
- Use gestures for remote shortcuts
- Transcribe, edit and export with Samsung Notes
- Customize videos and pictures with on-device editing

### DeX integration

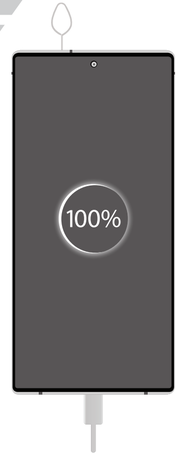
Share your computer's keyboard, mouse, and screen with your phone.

### Mobile continuity

Wirelessly sync your phone and PC.

Reference the user manual for more information.

## 2 Set up your phone




### SIM/microSD™ tray

Use the tool to open the SIM/microSD card tray.

Place the SIM card and if applicable the optional microSD card (sold separately) into the tray with the gold contacts facing down.

### Charge your device

Before turning on your phone, charge it fully.

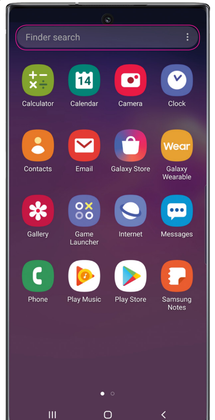
**Note:** Use only Samsung-approved charging devices and accessories. Samsung accessories are designed for your device to maximize battery life. Using other accessories may void your warranty and may cause damage.

### Backup and restore

Get help transferring contacts, photos and other content from your old phone at **samsung.com/smartswitch**

## 3 Search

From the Home screen, swipe up and search for apps, settings, contacts, and more.




## Customize your phone

From the Home screen swipe up, and then tap **Settings** to customize, connect and personalize your phone:

**Connections**
Connect to or set up a Wi-Fi™ network, Bluetooth® device, Wi-Fi calling, Mobile HotSpot, Tethering and other connection options.

**Sounds and vibration**
Set device volume and sounds.

**Display**
Customize the Home screen and display brightness.

**Wallpapers and themes**
Make the device your own with fun and unique wallpaper and themes.

**Lock screen**
Select a screen lock type and set security options.

**Biometrics and security**
Set facial or fingerprint security options.

**Digital wellbeing**
Configure usage limits on your device.

# Get creative with the S Pen

**Unleash the Pen**

Push the **S Pen** inward and, then pull it out.

When you remove the S Pen, Air command launches.

**S Pen button**

Press and hold the S Pen button to open an app remotely.

A single press, double press, or a gesture can capture a photo, navigate, scroll and more.

To enable S Pen Air actions, remove the S Pen and tap **Settings** > **Air actions**.

**There's no limit to the S Pen**

Express yourself. Write and draw directly into emails or the calendar, as well as Word, Excel®, PowerPoint®, and PDF documents. Capture your ideas in Samsung Notes and even write a note on the back of a picture.

**Air commands**

Air Command gives you access to signature S Pen features.

**Create note**: Create customized notes.

**View all notes**: View all notes created.

**Smart select**: Outline and crop anything on the screen and freely edit or share with others.

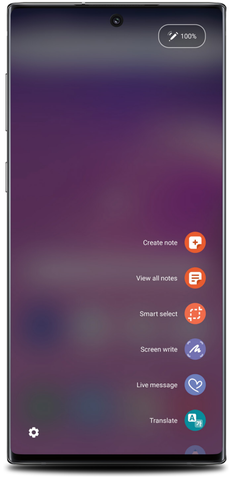
**Screen write**: Capture a screen image and write or draw on it.

**Live message**: Create live messages and GIFs.

**Translate**: Hover the S Pen over a word to view its definition and pronunciation.

**PENUP**: Use the S Pen to draw, color, edit, and share live drawings.

**Add shortcuts**: Select an app or function to open or turn on using Air Command.




# Camera

**Bixby Vision**

Identify objects and locations.

**Tools panel**

Tap to select settings or options.

**Camera modes**

Swipe left or right to select a mode.

**Gallery**

View photos.

**Capture**

Take photo.

**Toggle cameras**

Switch between the back and front cameras.

# Wireless PowerShare

Wirelessly charge compatible devices right from your device.

1. Drag the Status bar down to display the Notification panel.
2. Touch and drag — to access all Quick Settings options.
3. Tap **Wireless PowerShare**.
4. With the phone face down, place the device on the back of the phone to charge.

Wireless PowerShare works with most Qi-Certified devices. Requires minimum 30% battery to share. Speed and power efficiency of charge varies by device. May not work with some accessories, covers, or other manufacturer's devices. If you have trouble connecting or charging is slow, remove any cover from each device. May affect call reception or data services, depending on your network environment.

# Learn more

Use **Tips and help** to access the user manual and other information on how to use your device, including:

- Making and receiving calls
- Sending and receiving texts
- Managing contacts
- Exploring health & fitness
- Configuring accessibility settings

To open, from **Settings** tap **Tips and help**.

# Legal

## APPROVED FIRMWARE VERSIONS

This device will only operate with firmware versions that have been approved for use by T-Mobile and the device manufacturer. If unauthorized firmware is placed on the device it will not function.

## INFORMATION ABOUT SAFEGUARDING HANDSETS

T-Mobile encourages customers to take appropriate measures to secure their handsets and invites them to take advantage of the features available on this handset to help secure it from theft and/or other unauthorized access and use. This handset has a locking function (e.g., user-defined codes or patterns) that can serve as a first line of defense against unauthorized use or access to stored information. Preloaded security applications that allow customers to track or locate misplaced devices can be found on several T-Mobile devices. Lost or stolen devices should be immediately reported to T-Mobile so that proper measures can be taken to protect accounts. For additional information, visit: **T-Mobile.com/devicesecurity and T-Mobile.com/Company/PrivacyResources.aspx.**

## EMERGENCY DIALING

Although all phones are equipped with 9-1-1 emergency calling, this phone may or may not permit its location to be approximated during a 9-1-1 call.*

*Availability of this feature depends on upgrades to the (a) wireless network and (b) 9-1-1 calling system that are required to be installed by the local 9-1-1 response agency or public safety answering point (PSAP); these upgrades may not be available everywhere within our wireless coverage area or your roaming area. This approximation of the phone's location and the transmittal of location information are subject to emergency situations, transmission limits, network problems/limitations, interconnecting carrier problems, your phone, buildings/tunnels, signal strength and atmospheric/topographical conditions, and may be curtailed, interrupted, dropped or refused. The phone's approximate location is transmitted to the local 9-1-1 response agency or PSAP while the call is in progress; this approximation is intended solely to aid the PSAP in dispatching emergency assistance or to limit the search area for emergency services personnel. You should not rely solely on a phone for essential communications (such as a medical or other emergency). Please see T-Mobile's Terms and Conditions and Privacy Policy for additional service restrictions and details.

## ADDITIONAL INFORMATION

Operating system and preloaded content use a portion of the internal memory. Use of some content or features may require qualifying service, or access to a Wi-Fi connection.

**Smartphone Mobile HotSpot**: Qualifying service required. Plan data allotment applies. Roaming and on-network data allotments differ; see your selected service for details. Use of connected devices subject to T-Mobile Terms and Conditions.

**Wi-Fi Calling**: Wi-Fi connection required; may decrement plan minutes. Most devices will not transition between Wi-Fi and the cellular network. See your selected service for details.

**Coverage** not available in some areas.

See **Terms and Conditions (including arbitration provision)** at **T-Mobile.com**, for rate plan information, charges for features and services, and restrictions and details, **including important limitations on availability and reliability of 9-1-1 emergency service when using Wi-Fi calling.**

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PI1000189
Printed in Korea | GH68-50884A